



LIMITED Warranty

Duet Series Products

Effective November 21, 2019

What is covered?

- Cellular vinyl trim components & sections for material defects and workmanship that cause the exterior components to delaminate from moisture and would render the door unfit for ordinary purposes.
- Insulated steel door sections for manufacturing defects that cause deterioration due to rust-through under ordinary wear conditions.
- Track and hardware for manufacturing defects under normal, residential usage.
- EASY-CARE Factory Finish (of Artisan Designer White or custom paint finish) for material defects and workmanship under normal, non-extreme weather conditions, provided regular care and maintenance guidelines provided by Artisan are accurately followed. Defects may include blistering, flaking, chipping, cracking or peeling.

What is NOT covered?

- Transfer of warranty to new home owners
- Improper Installation by an unauthorized person or dealer
- Improper maintenance
- Ordinary and expected weathering and normal fade due to sun exposure to the elements, which is defined here to be fading, chalking or darkening of the surface due to natural sunlight and extreme atmospheric conditions of your geographical location.
- Normal expansion and contraction of joints
- Rust caused by damages or scratching.
- Failure to follow Artisan Finishing instructions
- Field applied paint of any kind, or use of incompatible materials applied by customer or any third party.
- Variations or unsatisfactory results in gloss levels, texture or appearance resulting from field applied paint or stain.
- Dark color finishes (With Light Reflective Values of 60 or lower) on doors (causing heat-build-up in door sections is excessive) will VOID this Warranty.
- Any product or component which is modified, altered, or not part of the original door
- Intentional or unintentional misuse, abuse, neglect, improper handling & storage
- Impact of foreign objects
- Earthquakes, lightning, ice, fire, tornado, windstorm, flood or any other acts of God
- Pollution, acid rain, contact with harmful chemicals or vapors.

Time frame of Warranty coverage:

- Vinyl/PVC overlay and Trim components: (3) THREE years from date of factory shipping.
- Insulated steel door sections: (5) FIVE years from date of factory shipping.
- Track & Hardware: (2) TWO years from date of factory shipping.
- Factory Finish: (1) ONE year from date of factory shipping.

Your responsibilities to keep the DUET Warranty in Effect:

- Follow ALL of Artisan's recommended handling, storage, finishing and maintenance instructions.
- Perform an **annual** inspection of your Duet door(s) according to Artisan's maintenance & care instructions.
- Failure to follow Artisan Maintenance & Care instructions, as determined by an Artisan Company representative will VOID this Warranty in its entirety.

To correct problems, Artisan will:

- Have the sole discretion to determine, based on reasonable criteria, whether the door is suffering from normal weathering.
- Determine the extent of the problem and its source.
- Repair or replace any part that is determined to be defective.

Artisan will NOT:

- Refund your initial purchase
- Pay for the labor to remove and return any defective parts/doors to our factory.
- Pay for the labor of the new installation.

How to file a Warranty claim

Consumer, Purchaser and/or Authorized Dealer must provide the following information in a letter or a completed Product Incident Report (available from your Dealer) mailed or electronically sent to Artisan (address below) within 90 days from date of defect discovery:

- Customer Name, complete address and phone number
- Dealer name and contact person information
- Photographs showing the issue with your door
- Date of installation
- Artisan Factory Order Number (8 digit number on label visible on side on door sections.)
- Description of problem

Artisan reserves the right to investigate any claim hereunder, Consumer, purchaser and/or authorized dealer shall provide Artisan and its agents and employees a reasonable opportunity to inspect and test the product, its installation and the environment in which it was used. Upon verification of a claim, Artisan, shall, at its sole discretion, either arrange for repair or replacement of Product, or delivery of the replacement Product.

State Law as it Relates to this Warranty

Some States and provinces do not permit limitations on the duration of implied warranties or exclusions or limitations of incidental or consequential damages, so certain limitations set forth in this Limited Warranty may not apply to you.

Additional Conditions:

- This warranty may not be altered or amended except in a written instrument signed by Artisan and Consumer purchaser and/or Authorized Dealer.
- Artisan has not authorized any dealer or other person to make statements or representations regarding the performance of our products except as contained in this Warranty, and Artisan shall not be bound by any such statements other than those contained herein.
- **The foregoing Warranty is exclusive and in lieu of any and all other applicable warranties express or implied, including without limitation, any implied warranty or merchantability or fitness for a particular purpose.**